



# ITRMC Staff Projects

## An Update on Recent Information Technology Resource Management Council (ITRMC) Staff Activities

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### Enterprise Management

- ◆ **"Total Cost of Ownership"** was the central discussion topic for the Boise Chief Information Officer (CIO) Council meeting. This group is comprised of IT professionals representing both the public and private sectors. Attendees identified the measurements needed to accurately reflect the costs related to 'owning' information technology resources. This issue is of importance to the state as steps are taken towards achieving the State IT Strategic Plan goal of managing IT resources from an enterprise or statewide perspective. Elwood shared his experiences from the private sector as part of the discussion.
- ◆ **Gartner Subscription Discussion:** Four state agencies acquire IT analytical and consulting services from Gartner, Inc. Other agencies, including the ITRMC Staff, have expressed an interest in gaining access to this type of service. A meeting of all interested parties, a representative of Gartner, and Mark Little from the Division of Purchasing was held to review the current subscription contracts and determine if a single statewide contract would be in the best interest of the state. Elwood led the discussion, which resulted in an interest to continue the dialog leading to a state services contract.
- ◆ **Digital States Survey:** The Center for Digital Government conducts a bi-annual survey, which assesses states on their progress in electronic government delivery of information and services. In an effort to identify areas of continual improvement, a conference call was held between senior staff members of the Center for Digital Government, the ITRMC Staff, and the Department of Administration Communications Manager. Information gathered through the conference call will be used to help determine key areas to highlight in upcoming surveys.

### Network Connectivity and Telecommunications

- ◆ **National Association of State Telecommunications Directors (NASTD) 2004 Annual Conference and Technology Showcase:** Greg Zickau attended the conference entitled "The Technology Challenge – Staying Ahead." National IT leaders offered security perspectives as well as practical "lessons learned" on data convergence, specifically voice over Internet protocol (VoIP).
- ◆ **Treasure Valley CIO Forum:** Dr. Robert Minch, professor of Networking and Telecommunications at Boise State University, examined the cutting edge trends in wireless technologies and their implications at the quarterly Treasure Valley CIO Forum. Dr. Minch has been researching and teaching extensively in this area. Elwood and Greg Zickau attended.

### Security

- ◆ In continuing the **battle against unauthorized access to systems and IT resources**, Microsoft has released nine new security bulletins over the past few months, addressing multiple vulnerabilities in Microsoft products. Kevin Iwersen has participated in monthly technical teleconferences with

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# ITRMC Staff Projects (cont.)

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Microsoft's security teams to learn more about these vulnerabilities and remediation actions. This information was forwarded to the state's IT managers for their action.

- ◆ **Multi-State Information Sharing and Analysis Center (MS-ISAC) Face-to-Face Meeting:** Iwersen represented the State of Idaho at the first-ever on-site meeting of the MS-ISAC and the U.S. Department of Homeland Security (DHS) held in Washington, D.C. The MS-ISAC received updates from the DHS's Cyber Security Director, the DHS U.S. Computer Emergency Response Team (US-CERT) Director, the Chief Security Officer of e-Bay, and other DHS officials. Iwersen serves on the MS-ISAC Operational Functionality Workgroup, which is developing a nationwide cyber security threat level system and alerting process, as well as an incident reporting capability. Additionally, the workgroup is setting up a process to profile all 50 states' security capabilities for the exchange of best practices and ideas. The MS-ISAC has also developed workgroups to address membership, outreach to local governments, education/awareness, and the development of state-level cyber security centers.
- ☆ October has been declared **National Cyber Security Awareness Month**. Visit <http://www.cscic.state.ny.us/msisac/announcements/101904.htm> for information on national webcasts, hosted by the MS-ISAC, that will examine critical and timely cyber security issues.

## Miscellaneous

- ◆ **Government Performance Project:** The survey work has been completed and submitted for *Governing* magazine's Government Performance Project (GPP). This important survey was coordinated through the Department of Administration and the Division of Financial Management. As a follow-up to the information submitted for Idaho, *Governing* interviewed Rich Elwood to clarify the state's IT direction and accomplishments. Findings will be announced in January. (GPP is the nation's only comprehensive, independent analysis of how well each state government is managed, grading each of the 50 states in four critical management disciplines. It offers accessible state-by-state comparative information and analysis.)
- ◆ **The Grant Institute – Grants 101:** Nathan Bentley attended a course entitled "Fundamentals of Professional Grant Proposal Writing" held at Boise State University. Knowledge gained from the course will help strengthen the ITRMC Staff's grant-writing capabilities in order to assist in securing funding for cooperative efforts of multiple agencies/governments.
- ◆ **"I think there is a world market for maybe five computers":** (Thomas Watson, Sr., former Chairman of IBM, 1943) Looking at future trends in computing and technology can be challenging even for a former chairman of IBM. With this in mind, several members of the ITRMC Staff attended a briefing sponsored by CRI Advantage to look at future trends in technology. Discussed: mobile technologies such as camera phones, wireless, as well as online retailing; radio frequency identification (RFID) tags; open source; web services; online collaboration; speech technology; and nanotechnology. Another aspect of the meeting was to have a discussion with private sector IT professionals, including *The Idaho Statesman*, Albertsons, and others.

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### ITRMC Staff Contacts:

**Rich Elwood** – [relwood@adm.idaho.gov](mailto:relwood@adm.idaho.gov), 332-1875

**Nathan Bentley** – [nbentley@adm.idaho.gov](mailto:nbentley@adm.idaho.gov), 332-1879

**Bill Farnsworth** – [bfarnsworth@adm.idaho.gov](mailto:bfarnsworth@adm.idaho.gov), 332-1878

**Kevin Iwersen** – [kiwersen@adm.idaho.gov](mailto:kiwersen@adm.idaho.gov), 332-1851

**Greg Zickau** – [gzickau@adm.idaho.gov](mailto:gzickau@adm.idaho.gov), 332-1877

**Emily Gales** – [egales@adm.idaho.gov](mailto:egales@adm.idaho.gov), 332-1876